



Hamdard Force: Capacity Building III

As part of the capacity building plan for implementing MHPSS pilot services in two target districts in Khyber Pakhtunkhwa – Haripur and Kohat, a total of 396 community mental health workers completed the Hamdard Force online training courses in October 2025. Just under two third of the participants preferred to complete the course in Urdu.

The objectives of the training were to provide basic psychosocial support, identify people with mental healthcare needs, and refer them to the MHPSS portal through the Hamdard Force app.

During these training workshops, participants shared positive feedback, praising the course design and content for its simplicity and relevance. They appreciated the use of simple language and relatable illustrations.

Some examples of qualitative feedback from the participants are shared below:

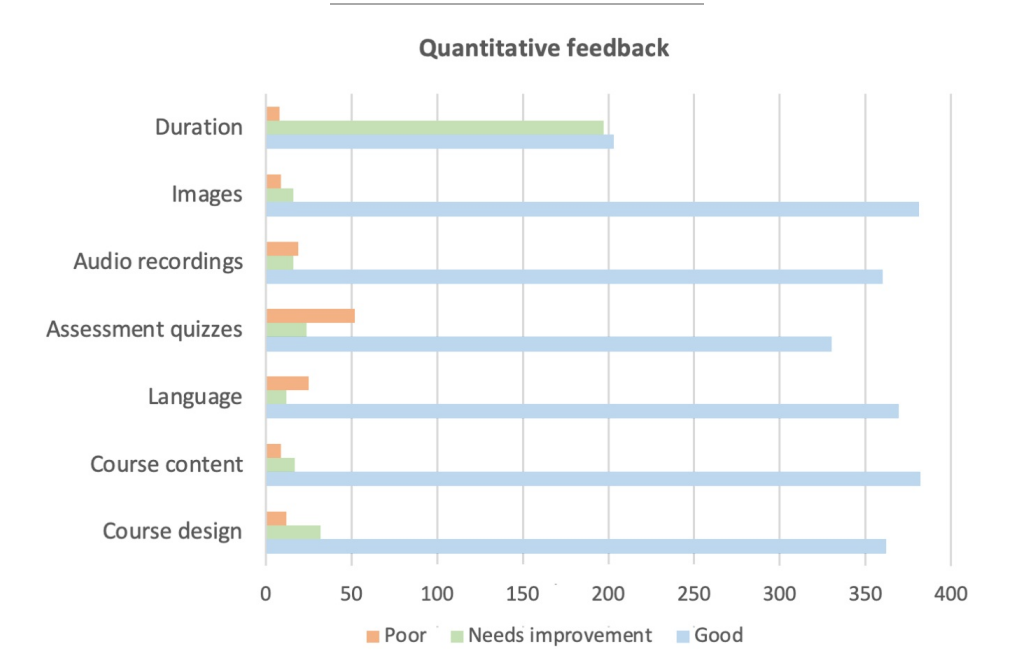
“It was a very good training on human rights, violence, psychosocial support, and mental health issues. The techniques shared were very helpful in supporting people who face such problems and difficulties. We hope to have more trainings like this in the future”.

“It was a thoughtfully designed course that helped assess our previous mental health training and reflect on what we have achieved. It also serves as a valuable guide for future social work to uplift vulnerable members of our community.”

“I found this practice helpful in understanding how to support people in crisis. I was able to choose correct actions, like encouraging exercise, allowing adolescents to express sadness, and identifying a main carer. I realized the importance of empathy and safe support, and avoided harmful options. I think I can improve by explaining why each action is helpful. Overall, this practice increased my confidence in responding responsibly during a crisis”.

Others highlighted the aspects such as the role of training in mental health awareness, helpful for coping with own mental health issues, imparting helpful knowledge, fruitful in addressing barriers in limited access to services related to mental health.

“At the end of each lesson, attempting a quiz is fruitful in retaining my knowledge”.



At the moment, the course is designed to be completed by an average community mental health worker (Hamdard Force) in 2.0 to 2.5 hours. However, many participants felt that the duration of the online training course should be shorter. The main reason for this was that the participants in Kohat faced delays in completing the training course because of limited internet connectivity, and in some cases, it took them 5-6 hours to complete it. Even with access to high-speed devices provided by the implementing partner, internet performance in the district was constrained by server limitations, probably imposed for security reasons during some training days.